

SERVICE LEVEL AGREEMENT

BETWEEN

GALWAY COUNTY COUNCIL



Comhairle Chontae na Gaillimhe
Galway County Council

AND

GALWAY COUNTY PUBLIC PARTICIPATION NETWORK



Galway County
**Public
Participation
Network**

Líonra Rannpháirtíochta Phoiblí
Chontae na Gaillimhe

EFFECTIVE FROM 1/1/2021 TO 31/12/2021

Purpose and function of the Agreement

The purpose of the Agreement is to clearly outline the roles and responsibilities of the key stakeholders and the methods of interagency cooperation.

Key stakeholders

This Agreement is made between Galway County Council and Galway County Public Participation Network in respect of the operation and management of Galway County Public Participation Network.

Preamble

Galway County Council and Galway County PPN enter into this Agreement for the provision of certain services by Galway County PPN as identified in the Work Plan (copy appended). This agreement covers the period from 01/01/2021 to 31/12/2021.

Workplan

Galway County PPN agrees to provide the services outlined in the Annual Workplan, subject to the envisaged resources being available. Galway County Council agrees to support the implementation of the Workplan and assign an Administrative Officer as the liaison person between the Council and PPN.

Funding

The overall budget for Galway County PPN for 2021 is €110,700 composed of €75,700 from DCRD and €35,000 from Galway County Council (see Dept Circular: xx/xx). All activities in the Workplan will be funded directly from this budget and the PPN will include an itemised budget forecast with its Annual Work Plan to be agreed with the Council (copy appended)

Budget

All income and expenditure will be administered by Galway County Council through its Agresso System, to ensure a robust financial management and reporting structure. The Administrative Officer will be the Budget Holder and will be responsible for the approval of all payments and presenting a budget monitoring report to the Secretariat on a quarterly basis clearly identifying monies spent to date and the balance of the allocation remaining.

All payments will be subject to Galway County Council payment procedures:

- (a) All Purchase Orders must be raised in advance for the price agreed with the supplier and must comply with all Organisational Policies, e.g. Procurement Policy, Travel & Subsistence Policy, etc.
- (b) The correct Job Code must be used for all payments and the appropriate Operation Code must be assigned to all payments to enable categorisation of expenditure for reporting purposes.
- (c) All Invoices must be dated, detail the description of the goods or services provided, and if the supplier is vat-registered include the VAT rate charged and the price exclusive of VAT.
- (d) Once an invoice is received and checked, the PPN Support Worker will complete and attach a Payment Request Form confirming the goods or services were delivered according to the invoice.
- (e) The Payment Request Form will be submitted to the Administrative Officer for approval and once approved, a hard copy will be retained on file for the statutory retention period.
- (f) Documentary evidence of payments will be retained for all other payment methods, i.e. the LVP Card for payments by Card, and Secretariat Bank Account for payments by cheque, and these payments will also be assigned to the relevant operation code for reporting purposes.

Staffing

The PPN Resource Worker is a full-time post and will provide direct assistance and support to the PPN Secretariat in developing and managing the PPN as an effective structure to promote public engagement and participation and fulfil its objectives. The PPN workers and the Administrative Officer will work closely to develop and facilitate the implementation of the Workplan under the direction of the Secretariat.

The PPN Support Worker is a full-time post and will support the PPN Resource Worker and the Secretariat to develop and implement plans and actions and will operate the day-to-day workings of the PPN, including administration, payments, and maintaining financial records. The Support Worker will report to the PPN Resource Worker on a day-to-day basis and will develop and facilitate the implementation of the Workplan under the direction of the Secretariat.

The PPN Resource Worker and PPN Support Worker will be employed by Galway County Council and based in their Offices. The Council will be responsible for providing suitable workspace and equipment, and for staff support, supervision and training requirements.

Reporting and Review

Galway County Council and Galway County PPN will meet quarterly for the following purposes: -

- (a) Galway County PPN to report on key performance indicators and PPN objectives
- (b) Galway County Council to report on budget monitoring and Workplan achievement
- (c) Both parties to discuss any matters arising and agree any work changes required

Indemnity

Galway County PPN will take out their own Public Liability Insurance Cover, and will indemnify Galway County Council in respect of any loss, damage, or breach of this Agreement relating to the project for which Galway County PPN is legally liable and shall supply copy of such insurance and indemnification if required by Galway County Council.

Declaration

I have read and fully understand the conditions contained in this Agreement. I further confirm that all conditions are fully acceptable to me and will be complied with fully.

Name: Vincent Lyons

&

Jarlath Canney

Signed:

Title/Role: PPN Secretariat Liaison Person & Secretary

Date: 2021

Name: Mary McGann

Signed:

Title/Role: Administrative Officer, GCC

Date: 2021

Galway County PPN Budget 2021

Budget Item	Budget Allocation 2021
PPN Resource/Support Worker Costs (salary/travel/subsistence/office space)	80,700
Secretariat Costs (travel & subsistence)	3,000
Telephone/Postage Costs (text messaging, mobile phone bills)	750
Office Supplies (printing, storage)	250
Professional Fees (consultancy for Wellbeing Statements)	2,500
Training & Development (capacity building for Secretariat and Members)	10,000
Website (hosting fees)	2,500
Marketing / Promotion (newsletters, flyers, advertising materials)	3,500
PPN events (Plenary, Sponsoring of Cathaoirleach Awards, insurance)	6,500
Room Hire / Refreshments (meetings)	1,000
TOTAL	€ 110,700

Galway Co PPN Workplan 2021

This Workplan will be adopted by the PPN Secretariat and presented to the Members of PPN at the next Plenary meeting in 2021.

Introduction

Galway County Public Participation Network ('PPN') is an independent umbrella network of community & voluntary, environmental and social inclusion groups active within the county. The PPN is hosted by the Galway County Council.

Public Participation Networks (PPNs) were established by the Irish government under the Local Government (Reform) Act 2014 to be the main link through which the Local Authority connects with these groups.

Galway County PPN is governed by the PPN Secretariat, a voluntary board elected from the wider PPN membership. The Secretariat oversee the development of the network and ensure that the objectives of the PPN are met. The Secretariat are supported by one full time coordinator ('Resource Worker') and a full-time Support Worker who manage the day-to-day running of the PPN. A part-time administrator is responsible for sending out emails, the PPN database and registering groups.

Funding for the PPN is provided by both the Department of Rural and Community Development and by Galway County Council through an annual budget allocation (see SLA for details).

Government guidelines outline 3 main objectives for PPNs:

- Facilitate the **participation** and representation of communities in a fair, equitable and transparent manner through the environmental, social inclusion, community and voluntary sectors on decision making bodies.
- **Educate** and strengthen the capacity of communities and of the environmental, social inclusion, community and voluntary groups to contribute positively to the community in which they reside/participate.

- Provide **information** relevant to the environmental, social inclusion, community and voluntary sector and act as a hub around which information is distributed and received.

These Government guidelines also specify a number of principles and values that PPNs are expected to operate by; they should be inclusive, participatory, independent, value diversity, be transparent and accountable.

The 2021 Workplan incorporates the 3 main objectives of PPNs listed above and generally focuses on building the capacity of community groups to create positive change in their communities and have a voice in local decision-making processes.

The focus of Galway County PPN's work in 2021 will be on:

- Supporting and building the capacity of our members and our representatives to engage with Galway County Council's policy-making structures.
- Building cohesive and engaged Community and Voluntary, Environmental and Social Inclusion pillar groups within the PPN who can support the work of our representatives.
- To begin the consultation process of a 'PPN Vision for Community Wellbeing', which, when completed will act as a guide for the work of the PPN, ensuring that it reflects the priorities of its members.
- Continuing to engage with groups from under-represented communities, new communities and minority groups to make sure these groups have an opportunity to join the PPN and input into local authority decision-making.
- Continuing to support the local community through COVID-19 pandemic.

It is important to note that, due to the pandemic, it is difficult to predict how priorities will change in 2021, what the levels of restrictions will be and what immediate needs will arise in the community. As such, the PPN Workplan may need to be updated to respond to current need, reflecting any changes.

Galway County Participation Network Workplan 2021

Objective 1		Participate! (Hear the Community Voice)		
Key Action		Support PPN members to identify issues of collective concern, to take action on these issues and influence local policy.		
Planned actions/ outputs	Who is responsible	Who can help?	Timescale	Outcome/KPI
Ensure PPN representation on decision making bodies	Secretariat/ Resource Worker/Support Worker	PPN reps	as required	<ul style="list-style-type: none"> Run elections as needed to ensure PPN representative positions are filled, including new Secretariat members Engage with PPN reps and provide rep training and discussion forum Facilitate the development of Linkage groups to support community representation.
Support PPN representatives on decision-making bodies	Secretariat/ Resource Worker	PPN reps/ Consultant	as required	<ul style="list-style-type: none"> Ensure induction training is provided to new PPN representatives and Secretariat members Secretariat to meet with PPN representatives to address any issues representatives are experiencing and to ensure they are receiving the support they need
Support PPN members to take part in consultations	Secretariat/ Resource Worker/ Support Worker		ongoing	<ul style="list-style-type: none"> Members are given timely information about upcoming consultations and are facilitated to take part Run consultation workshops when appropriate, including online consultations

Improve inclusivity and accessibility of PPN and its activities.	Secretariat/ Resource Worker/ Support Worker	Galway County Council Social Inclusion Officer	ongoing	<ul style="list-style-type: none"> Continue developing the Galway Disability Forum and to represent the interests of persons with disabilities Identify projects with the GDF PPN organises pre-training on how to use various platforms for online meetings PPN provides one-to-one support to members that are not confident in joining online meetings.
Enhance links and engagement with minority groups to support community engagement and diversity.	Secretariat/ Resource Worker/ Support Worker	Strategic Policy Committee Reps, Immigrant Council of Ireland	ongoing	<ul style="list-style-type: none"> Continue developing the Intercultural Forum to engage groups from under-represented communities, new communities and minority groups Identify projects with the ICF Run training on political participation with the Immigrant Council of Ireland
Encourage Rep reporting and the establishment of Linkage Groups	Secretariat/ Resource Worker/ Support Worker	Strategic Policy Committee Reps, Sustainable Energy Authority Ireland	ongoing	<ul style="list-style-type: none"> Organise a Reps meeting Remind reps to report and collect reports and post these on the website Develop the Housing linkage group Develop the Planning SPC and Climate Action linkage group = work with the Green Recovery Working Group to develop its projects: <ul style="list-style-type: none"> a) Climate action week in April, b) make galway County an SEC community, c) Climate Action National Action Plan Consultation required by the DECC

Objective 2		Educate! (Capacity building)		
Key Action		Support PPN members to identify issues of collective concern, to take action on these issues and influence local policy.		
Planned actions/ outputs	Who is responsible	Who can help?	Timescale	Outcome/ KPI
Run training/ workshops/ seminars based on member's expressed and predicted needs, including networking and mentoring events	Resource Worker/ Support Worker	Galway Roscommon Education & Training Board/Consultants	ongoing	<ul style="list-style-type: none"> • Training/workshops/seminars run for PPN members • Attendance numbers • Feedback from attendees. • Feedback from attendees used to inform future training • Inclusion of groups who are distant from the decision-making process in training/workshops

Objective 3		INFORM! Communications & Engagement		
Key Action	Increase understanding of the Public Participation Network within PPN and externally, build relationships and improve communications.			
Planned actions/ outputs	Who is responsible	Who can help?	Timescale	Outcome/ KPI
Take part in outreach opportunities and support community engagement and participation in Galway	Secretariat/ Resource Worker	Galway County Council / PPN members/ external organisations	ongoing	<ul style="list-style-type: none"> Supporting the Covid helpline Supporting the national Keep Well Campaign Supporting the Community unit in the Galway County Council
Ensure PPN events and activities are documented, make information about these events publicly accessible	Resource Worker/ Support Worker	Galway County Council	ongoing	<ul style="list-style-type: none"> Reports of Plenary meetings available on website PPN activities shared on website, social media and PPN Newsletter Record the number of PPN engagements with local press
Provide support by email, phone and face to face to PPN members and to groups looking to join PPN	Resource Worker/ Support Worker		ongoing	<ul style="list-style-type: none"> Level of engagement with PPN members New membership registrations
Distribute a newsletter with relevant information on a	Support Worker	PPN members	monthly	<ul style="list-style-type: none"> Level of engagement with Newsletter <ul style="list-style-type: none"> within the PPN

regular basis				<ul style="list-style-type: none"> ○ external to PPN
Maintain and develop the PPN website and the event calendar	Resource Worker/ Support Worker		ongoing	<ul style="list-style-type: none"> ● Evidence of website views ● Number of web posts
Maintain and develop PPN Facebook & Twitter	Support Worker		ongoing	<ul style="list-style-type: none"> ● Relevant posts made regularly ● Interactions on social media

Special Objective	Community Wellbeing Vision Statement			
Planned actions/ outputs	Who is responsible	Who can help?	Timescale	Outcome/KPI
Develop a Vision for Community Wellbeing that looks at what is required for the wellbeing of individuals and communities, now and for the generations to come.	Secretariat/ Resource Worker/ Support Worker	Galway County Council, Consultant, PPN stakeholders	Covid dependent has to be an in-person event	<ul style="list-style-type: none"> ● Information on the Vision for Community Wellbeing shared with members ● Number of consultation events held online ● Evidence of widespread participation across the community & voluntary, social inclusion and environmental pillars and across the county ● Vision for Community Wellbeing created and used by Secretariat, workers and PPN representatives

Operation of the PPN		Operate the PPN in a transparent, inclusive and accountable manner		
Planned actions/ outputs	Who is responsible	Who can help?	Timescale	Outcome/KPI
Hold regular meetings between Secretariat and PPN workers	Secretariat/ Resource Worker/ Support Worker	Galway County Council	ongoing	<ul style="list-style-type: none"> • Number of meetings held • Number of attendances at meetings • Minutes of meeting shared • PPN workers update on activities
Hold Plenary meetings	Secretariat/ Resource Worker/ Support Worker	PPN members	twice yearly	<ul style="list-style-type: none"> • 2 Plenary meetings held • Attendance at Plenary meetings • Members' input at Plenary meetings.
Financial and Annual reporting for Secretariat and DRCD	Secretariat/ Resource Worker	Galway County Council	as requested	<ul style="list-style-type: none"> • Reports signed and submitted.
Monitor and evaluate annual workplan on an ongoing basis.	Secretariat/PPN members		ongoing	<ul style="list-style-type: none"> • Evaluation information included in annual report.

Ensure key decisions and strategies made by the Secretariat are approved by PPN members	Secretariat/ Resource Worker	PPN members	ongoing	<ul style="list-style-type: none"> • Workplan and relevant policies and procedures ratified by PPN members.
Review of PPN Membership vis-à-vis list of parishes in the County to identify if there are geographical gaps in membership which can be referred to SICAP Programme to provide targeted supports to create or develop groups	Secretariat			<ul style="list-style-type: none"> • Areas identified where groups are not PPN members • Registration of new members